

FREETOWN PUBLIC LIBRARIES

LIBRARY CUSTOMER SERVICE POLICY

Customer service is a top priority of the Freetown libraries. All library patrons will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language, proficiency, social or economic status. Each staff member is the representative of the Freetown Public Libraries to each patron or group, upholding the library's tradition of courteous, excellent, and efficient service to the entire community. The impression a staff member makes on each patron profoundly affects the library's image as well as on-going support for the library.

1. All patrons shall receive the same excellent quality of service without discrimination and will be treated with respect. Courtesy and attention to the needs of the patrons will be the key to all interactions.
2. Staff will use their knowledge of library resources to fulfill requests in a timely manner or present alternatives when a patron's request for materials cannot be met.
3. All staff members shall know the library policies and be able to explain each policy and its rationale.
4. All staff members shall wear a name tag and identify themselves when answering the phone.
5. It is imperative that every interaction with a patron be a positive one. Every staff member shall be aware of the importance of demeanor, or the manner of looking, speaking, and acting, and be aware that non-verbal demeanor conveys an attitude by expression and posture as much the tone of voice and vocabulary affect a verbal interaction. It is imperative that each staff-patron interaction be a positive one. This holds true for those exchanges when the message conveyed does not meet the patron's wishes.
6. Each staff member shall always act in an ethical manner. All interactions and transactions will be considered confidential, and such requests will never be discussed with a third party except with another librarian for the purpose of answering the question. Staff members will not offer a personal opinion or advice in answer to a reference question but will follow established library practices.
7. A patron with complaints about the service received or about library policy shall be referred to the senior staff on duty at the time or to the library director.

Revised 10/23/2019

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